

## Appendix C: Table Frequencies of 2010 Resident Survey

### Q1A: Public Works Services:

	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
		Excellent	Good	Fair	Poor	
Please Rate the Following:						
Regular trash collection	506	71%	26%	2%	0%	2%
Bulk and/or special trash collection	482	59%	33%	7%	1%	5%
Single-stream recycling collection	470	69%	26%	4%	1%	7%
Weekly collection of grass clippings, weeds and leaves	420	43%	40%	11%	6%	16%
Brush and tree limb collection	436	40%	38%	15%	7%	13%
Curbside leaf collection (Nov-Dec)	477	42%	41%	14%	3%	6%
Snow removal	494	39%	33%	19%	8%	3%
Compost program/SMARTLEAF	287	46%	40%	12%	3%	39%
Street cleaning	462	22%	45%	24%	9%	8%
Landscape plantings and roadside tree maintenance	479	28%	47%	19%	5%	6%
Street lighting	508	17%	42%	29%	12%	1%
Street maintenance	493	16%	43%	27%	14%	2%
Cleanliness of business districts	462	11%	42%	35%	12%	6%
Public Works' overall responsiveness and timeliness to your inquiries and complaints	444	41%	44%	11%	5%	10%

### Q1B: Parking Enforcement Services:

Q1B: Please rate the following Parking Enforcement services	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
		Excellent	Good	Fair	Poor	
Please Rate the Following:						
Enforcement in commercial/retail areas	393	30%	52%	13%	5%	14%
Enforcement in your neighborhood	455	19%	45%	24%	12%	6%
Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints	365	23%	48%	17%	12%	22%

**Q1C: Animal Control:**

Q1C: Please rate the following: Animal Control	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
Please Rate the Following:		Excellent	Good	Fair	Poor	
Animal Control services	348	26%	49%	17%	8%	26%

**Q1D: Code Enforcement Services**

Q1D: Please rate the following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
Please Rate the Following:		Excellent	Good	Fair	Poor	
Retail area cleanliness & property maintenance	394	15%	49%	26%	11%	15%
Noise in commercial / retail areas	351	15%	51%	25%	9%	23%
Cleanliness and litter in your neighborhood	450	12%	45%	29%	14%	7%
Property maintenance in your neighborhood	449	12%	44%	28%	16%	8%
Noise in your neighborhood	427	12%	47%	24%	17%	11%
Enforcement at rental property in which you live	158	15%	45%	23%	16%	59%
Code Enforcement's overall responsiveness and timeliness to your inquiries and complaints	384	15%	46%	26%	13%	17%

**Q1D4: Code Enforcement in My Neighborhood:**

Q1D4: Please complete the statement: I feel that the amount of Code Enforcement in my neighborhood is...		
	Number of Survey Respondents Providing a Response	Percent
Enough	242	53%
Not enough	165	36%
Too much	48	11%

**Q1E: Youth, Family, and Senior Services**

Q1E: Please rate the following Youth, Family, and Senior Services	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
Please Rate the Following:		Excellent	Good	Fair	Poor	
City youth & family services programs for counseling and community outreach	86	34%	50%	12%	5%	57%
City seniors programs for medical transport to appointments, shopping, advocacy, recreation, and information services	84	26%	57%	10%	7%	60%
Youth, Family, and Senior Services' overall responsiveness and timeliness to your inquiries and complaints	94	32%	46%	15%	7%	53%

**Q1E3-5: Senior Services:**

	Number of Survey Respondents Providing a Response	Number of Survey Respondents Providing a 'Yes' Response	Percent of Survey Respondents Providing a 'Yes' Response	Number of Survey Respondents Providing a 'No' Response	Percent of Survey Respondents Providing a 'No' Response
Do you sometimes need help getting to medical services?	179	29	16%	150	84%
Do you sometimes need help filling out Medicare forms?	180	21	12%	159	88%
Are you aware of the City discount drug program?	182	51	28%	131	72%

**Q1F: General Services:**

Q1F: Please rate the following.	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
p		Excellent	Good	Fair	Poor	
The overall quality of the City of College Park services	493	26%	59%	11%	4%	1%
The value of City services and programs for your tax dollars	467	23%	48%	19%	10%	1%

**Q1F3: How would you improve our City services? (open-ended question)**

**Number of Respondents Providing a Narrative**

287

**Q2A-D: Getting City Information:**

Q2: Please rate the following	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Not Aware of Service
		Excellent	Good	Fair	Poor	
The City's efforts to inform you of City government and services	472	27%	47%	18%	7%	4%
Usefulness of the 'Municipal Scene' information that appears every two weeks in the Gazette	361	29%	51%	15%	6%	25%
Usefulness of the information listed on the College Park website (www.collegeparkmd.gov).	362	22%	55%	18%	5%	21%
Usefulness of the Resident Information Guide distributed in the fall	443	43%	44%	10%	3%	8%

**Q2E: Cable Channel and Live Broadcasts**

2E: How often do you watch...	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating			Number of Respondents who never use these services
		1 - 2 Times / week	1 - 2 Times / month	Occasionally	
The College Park Channel (Comcast Channel 71; Verizon Channel 25)?	143	11%	10%	79%	71%
Live / rebroadcast City Council meetings?	125	6%	14%	80%	73%

**Q2F: Sources of Information:**

<b>Q2F: Where do you look for City information?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Gazette	318	66%
Diamondback	118	25%
Civic Groups	108	23%
The College Park Patch Website	92	19%
Word of mouth	234	49%
Bulletin Board	30	6%
Resident Info.Guide	124	26%
Blog (please specify)	42	9%

City Website	202	42%
Municipal Scene	104	22%
Call the City	163	34%
Cable Channel	33	7%
Other or Blog name (please specify)	102	

#### Q2G: Social Media

<b>Q2G: Do you want City information available via social media sites, such as Facebook and Twitter?</b>		
<b>Answer Options</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	136	30%
No	324	70%
Other social media sites recommended (please specify)	28	

#### Q2H: Internet Access:

<b>Q2H: Do you have internet access?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	446	92%
No	38	8%

#### Q2I: Communication Method

<b>Q2I: What is your preferred method of receiving information? (Please check all that apply).</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Email	327	68.0%
Website update	175	36.4%
Postal mail	170	35.3%
Newsletter	169	35.1%
Other (please specify)	37	

**Q3: Public Safety**

Q3: How safe do you feel... ?	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating			
		Very safe	Safe	Neutral	Not safe
As a pedestrian in the City	492	12%	51%	9%	28%
Driving on streets in the City?	491	21%	60%	9%	10%
In your immediate neighborhood	494	23%	54%	6%	16%
In your residence	493	34%	53%	5%	8%
At local parks and playgrounds	475	14%	54%	15%	17%
Near the College Park Metro Station	474	9%	43%	21%	27%
Near the Greenbelt Metro Station	455	5%	31%	32%	32%
In College Park retail / commercial areas	485	14%	64%	12%	10%

**Q4: Police, EMS, and Fire Services**

Please rate the following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Number of Respondents not aware of this service
		Excellent	Good	Fair	Poor	
Your understanding of the Contract Police Program	366	13%	39%	30%	18%	24%
Effectiveness of the Contract Police Program	335	11%	41%	35%	13%	28%
Police response time to emergency calls	325	18%	52%	20%	9%	23%
Police response time to non-emergency calls	339	11%	45%	29%	16%	22%
Police Officers' efforts to keep you informed about crime and action taken	366	16%	34%	25%	25%	18%
Activeness of the Neighborhood Watch Program in your neighborhood	313	22%	31%	21%	25%	30%
Fire and Emergency Medical Services	381	41%	48%	9%	2%	14%

<b>Q4H: Please comment on Police, Fire, and Emergency Medical Services (Please be specific).</b>
<b>Number of Respondents Providing a Narrative</b>
203

**Q4I: Volunteer Services**

<b>Q4I: Do you volunteer for any public safety-related service (i.e. – Fire Department, EMS, CERT, Neighborhood Watch, etc.)?</b>		
<b>Answer Options</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	49	10.5%
No	416	89.5%
If yes, please specify	10	

<b>Q5: What do you like MOST about your neighborhood?</b>
<b>Number of Respondents Providing a Narrative</b>
382

<b>Q6: What do you like LEAST about your neighborhood?</b>
<b>Number of Respondents Providing a Narrative</b>
384

**Q7: Amenities in your Neighborhood:**

	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Number of Respondents who marked "don't know"
		<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	
Please rate the following:						
Physical condition of housing	483	17%	58%	21%	4%	0%
Closeness to parks and open spaces	477	41%	46%	10%	3%	1%
Walking distance to a bus stop	453	41%	40%	13%	6%	6%
Availability of sidewalks	453	18%	27%	21%	34%	4%
Availability of roadway bike lanes	407	13%	26%	26%	34%	12%
Availability of bike trails and and hiking trails	422	29%	38%	19%	14%	10%
Access to shopping and other services	471	18%	41%	24%	17%	1%
Local school that your children attend	182	18%	44%	17%	21%	55%
Access to employment	344	24%	47%	18%	11%	23%
Storm water management	387	13%	47%	24%	16%	17%
Tree canopy cover	391	25%	55%	16%	4%	16%

### Q8: Local Business

Q8: How often do you...	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Number of Respondents who Never use these Resources
		1 - 4 Times per week	5+ Times per week	1 - 4 Times per month	1 - 4 Times per year	
Shop in Downtown College Park	426	26%	5%	39%	30%	12%
Shop in the Hollywood commercial district	346	26%	3%	37%	35%	27%
Shop in the Berwyn commercial district	258	10%	5%	35%	50%	46%
Visit the City's destination website, www.ShopCollegePark.org	120	3%	1%	23%	73%	73%

### Q9: ShopCollegePark.org Website:

Q9: Mark the additional features you would like to see included as a part of www.ShopCollegePark.org		
Answer Options	Number of Survey Respondents Providing a Response	Percent
Coupons / Special offers	229	80%
Restaurant reviews	206	72%
Interactive blog	60	21%
Business news	126	44%
Other (please specify)	36	

<b>Q10: Name three (3) local College Park businesses you frequent. If none, why not?</b>
<b>Number of Respondents Providing a Narrative</b>
427

<b>Q11: Name three (3) specific retail / restaurant businesses that you would like to see in College Park.</b>
<b>Number of Respondents Providing a Narrative</b>
347

<b>Q12: What type of businesses would you like to see more of in College Park?</b>
<b>Number of Respondents Providing a Narrative</b>
318

### Q13: Parks, Playgrounds, and Athletic Fields:

Please rate the following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Number of Respondents not aware of this service
		Excellent	Good	Fair	Poor	
City parks, playgrounds, and athletic fields (Calvert Hills, Duvall Field, etc.).	383	22%	63%	13%	2%	10%

**Q14: Community Resources:**

<b>Q14: Please check the box for any of the following resources you would like to see in your neighborhood.</b>		
<b>Resources</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Community garden	157	43%
Dog park	115	31%
Skate park	39	11%
Playground	37	10%
Playing fields	37	10%
On-road bike lanes	105	29%
Off-road bike trails	106	29%
Fitness trail	121	33%
Open or green space	158	43%
Indoor community center	131	36%

**Q15: City Sponsored Events**

<b>Q15: Which City-sponsored events have you attended? (Please check all that apply).</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Breakfast with Santa	22	8%
Brunch with the Bunny	8	3%
Blues Festival	41	15%
College Park Day	155	57%
The Egg Hunt	25	9%
The Halloween Thing	39	14%
4th of July Celebration	167	61%
Memorial Day Celebration	56	21%
Veteran's Day Celebration	58	21%

<b>Q16: Please list the City-offered recycling resources that you are aware of</b>
<b>Number of Respondents Providing a Narrative</b>
283

**Q17: Saturday Drop-off Events**

<b>Q17: Have you utilized Saturday drop-off events at Public Works?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	204	44.4%
No	255	55.6%

<b>Q17A: When? Please check one.</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Fall	30	16%
Spring	52	27%
Both	120	62%

**Q17B: Services Used:**

<b>Q17B: Which services did you use?</b>		
<b>Answer Options</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Bulky / excess refuse	163	59%
Electronics recycling	176	64%
Compost / mulch purchase	111	40%
Document shredding	49	18%
Donation groups	45	16%
Other (please specify)	19	

**Q18: Motor Oil**

<b>Q18: Are you aware of the 24-hour drop off container for used motor oil at the Department of Public Works?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	174	38.1%
No	283	61.9%

**Q19: City-Processed Materials**

<b>Q19: Which of the following City-processed materials have you used? (check all that apply).</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
SMARTLEAF® compost	127	77%
Wood mulch	79	48%

**Q20: CBE Workshops:**

<b>Q20: The City's Committee for a Better Environment offers public workshops on environmental topics. (Please check the box for any topics that interest you)</b>		
<b>Answer Options</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Gardening	194	63%
Composting	136	44%
Rain gardens	155	50%
Managing stormwater	126	41%
Energy efficiency	205	66%
Other (please specify)	34	

**Q21 and Q22: Energy Audits and Energy Efficiency:**

<b>Q21: Would you take advantage of a free home energy audit?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	289	67%
No	141	33%
Additional Comments	28	

<b>Q22: If offered, would you utilize financial incentives to upgrade your home energy efficiency?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Yes	330	80%
No	85	21%
Additional Comments	61	

**Q23: Public Transportation:**

How often do you ride / use the following?	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents who Never use these Services
		<b>1 - 4 Times per week</b>	<b>5+ Times per week</b>	<b>1 - 4 Times per month</b>	<b>1 - 4 Times per year</b>	
Metrobus	156	6%	11%	21%	62%	67%
Prince George's County THE BUS	49	10%	4%	16%	69%	89%
University of Maryland Shuttle-UM	123	8%	4%	24%	64%	73%
Downtown College Park Parking Garage	198	4%	1%	31%	64%	57%

**Q24: Bike Usage:**

<b>Q24: Please complete the phrase by choosing the appropriate answer for you: I ride a bicycle...</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
For recreation	179	42%
For commuting to work or school	37	9%
For errands / shopping	20	5%
I do not ride a bicycle	189	45%

**Q25: Bike Sharing**

<b>Q25: How likely are you to utilize a bike sharing program, if available, for a small fee?</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Very likely	20	5%
Somewhat likely	49	12%
Not likely	348	84%

**Q26: Bike Sharing Facilities:**

<b>Q26: Where should bike sharing facilities be located in the City? (Check all that apply)</b>		
<b>Sharing Facility Options</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
College Park/UMD Metro Station	273	89%
Greenbelt Metro Station	185	61%
College Park Community Center	108	35%
Duvall Field	63	21%
Commercial areas	135	44%
University of Maryland	220	72%
Other (please specify)	38	38

**Q27: Commute to Work:**

<b>Q27: How many miles do you commute each way to work?</b>		
<b>Miles Commuted</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
less than 1 mile	56	16%
1 – 4 miles	86	24%
5 – 9 miles	71	20%
10 – 19 miles	100	28%
20 – 29 miles	29	8%
30 miles +	19	5%

**Q28: Getting to Metrorail Stations:**

<b>Q28: How do you usually get to the Metrorail station? (Check the box for the two most typical for you)</b>		
	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Walk	242	54%
Bike	37	8%
Metrobus	23	5%
P.G. 'The Bus'	2	0%
U.M. Shuttle	11	2%
Taxi or vanpool	3	1%
Dropped off by Car	71	16%
Drive a car	168	37%
I don't use Metro	62	14%

**Q29: College Park Characteristics:**

Please rate the following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Number of Respondents Rating this Service as Neutral
		<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	
Employment opportunities	267	7%	28%	38%	26%	40%
Variety of housing available	392	11%	53%	27%	10%	14%
Vibrancy of downtown	413	2%	28%	37%	33%	10%
Cost of living	425	3%	36%	46%	15%	7%
Shopping opportunities	448	3%	22%	39%	37%	3%
Dining opportunities	448	3%	23%	37%	37%	3%
Recreation opportunities	421	7%	43%	38%	12%	8%
Cultural opportunities	403	10%	41%	31%	17%	11%
Transportation network	409	14%	54%	24%	7%	9%
Parking availability	418	8%	44%	32%	17%	8%
Your neighborhood, overall	453	19%	58%	18%	6%	2%
College Park, overall	450	10%	57%	25%	8%	2%

**Q30: What do you like MOST about College Park?****Number of Respondents Providing a Narrative**

344

**Q31: What do you like LEAST about College Park?****Number of Respondents Providing a Narrative**

347

**Q32: Years in College Park**

<b>Q32: How many years have you lived in College Park?</b>		
<b>Years</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
less than 2 years	29	6%
2 – 5 years	67	15%
6 – 9 years	66	14%
10–19 years	99	21%
20 – 29 Years	74	16%
30 years +	128	28%

**Q33: Age**

<b>Q33: What is your age?</b>		
<b>Age</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
18 – 24	20	5%
25 – 34	63	14%
35 – 44	59	13%
45 – 61	147	33%
62 – 74	114	26%
75 years +	40	9%

**Q34: Race / Ethnicity:**

<b>Q34: What is your Race / Ethnic Origin? (Please check all that apply)</b>		
<b>Race / Ethnic Origin</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
American Indian or Alaskan Native	8	2%
Asian	19	4%
Black or African American	40	9%
Latino	7	2%
Native Hawaiian / Pacific Islander	3	1%
White / Caucasian	357	79%
Unknown	4	1%
Decline to Answer	39	9%
Other	11	2%

**Q36: City Neighborhood:**

<b>Q36: In what City neighborhood do you live? (Please refer to the map for neighborhood boundaries)</b>		
<b>Neighborhood</b>	<b>Number of Survey Respondents Providing a Response</b>	<b>Percent</b>
Camden – Wynfield Park	3	1%
Sunnyside	13	3%
Hollywood	91	20%
Daniels Park – Oak Springs – Branchville	52	11%
Berwyn	31	7%
Lakeland	15	3%
College Park Estates – Yarrow	26	6%
West US Route 1	6	1%
Old Town	28	6%
Calvert Hills	110	24%
Southwest US Route 1	4	1%
College Park Woods	68	15%
Crystal Springs	8	2%
Autoville – Cherry Hill	7	2%